



ISS Annual Report





ISS - Motto, Mission, Vision

- **Motto:** Working toward the betterment of Hamilton County through the use of technology.
- **Mission:** To ensure that County data and voice services are secure, accurate, available and recoverable in order to enable County departments to better serve the County's citizens in the most cost effective and efficient manner possible.
- **Vision:** Hamilton County ISS is striving to become a model for local government technology implementation; both in how technology is used, and in how technology service is delivered.

Scope of ISS Support



Enterprise Applications



GIS



Project Management



Telecommunications



Operations



PC & Peripherals



Data Networks and Storage



Technology Refresh

ISS Staffing



Staffing levels were good for 2022. We successfully hired 3 Business Analysts and a Web Developer



No vacancies to end 2022

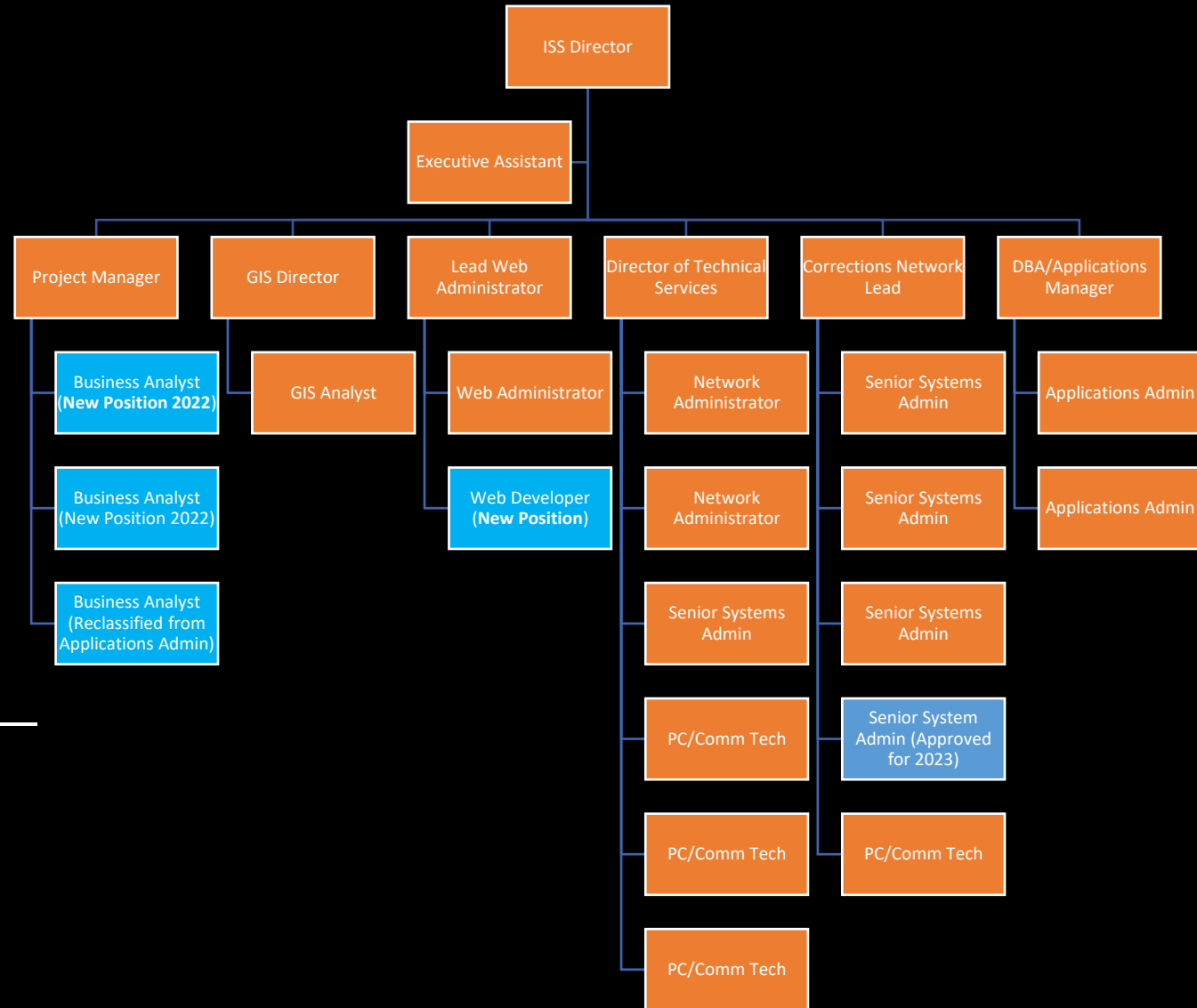


One additional staff were approved by Council for 2023 budget. A Senior Systems Analysts for our Public Safety Area.



In 2022 an additional support staff for the new ERP system was approved and that position was filled. This will continue to be an area I monitor.

ISS – Organization Chart



2022 Accomplishments

- Successfully passed CJIS FBI audit
- Implemented body camera for the Sheriff's Office
- Upgraded 911 recording system
- Installed new key management system for jail
- Installed new vehicle key management system for Sheriff's Office
- Migrated users from RSA tokens to Okta for MFA
- New managed print provider selected
- Connected Coxhall Park to county fiber
- Moved majority of servers to VMware from Hyper-V
- Continued Audio/Video upgrades throughout the County
- Relocated backup data center from Henry Street to Shadeland Ave.
- Upgrade, redesign, and transition to new service provider of the county fiber ring

2022 Accomplishments – Continued

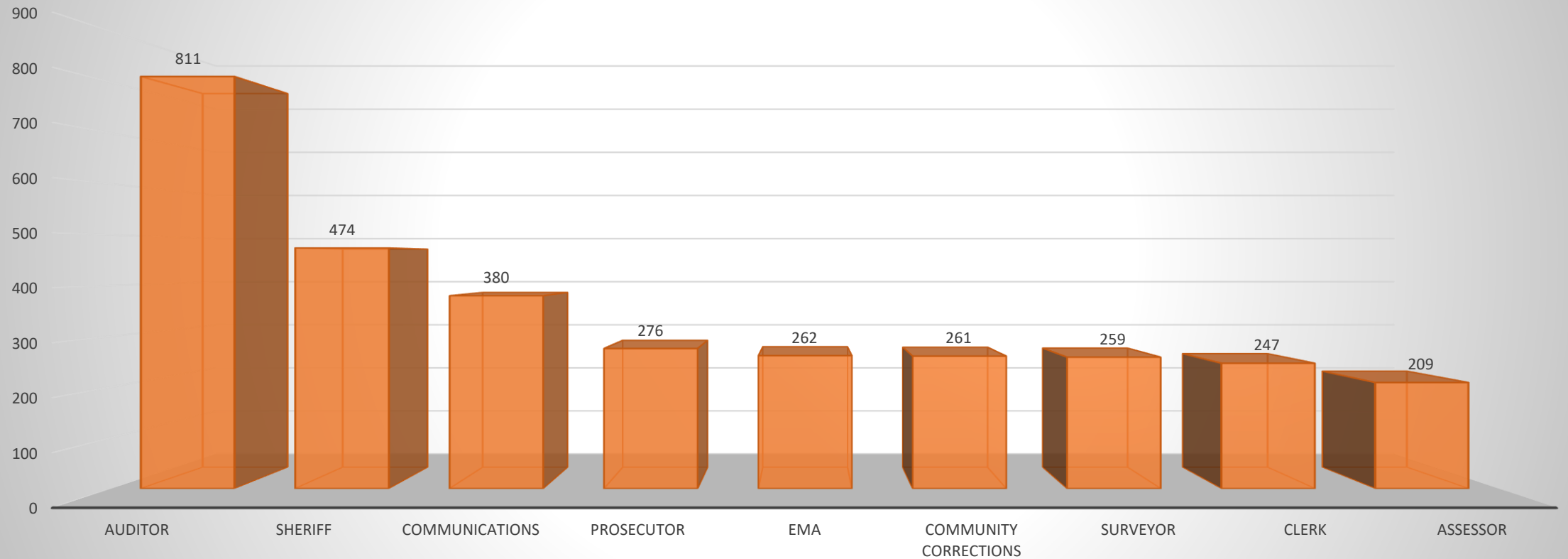
- Network redesign and security enhancements completed at Judicial Center/Historic Courthouse (Public Safety campus/Ford Bldg. scheduled for 2023)
- Wireless survey and rebuild of controller completed, rollout scheduled for 2023
- Started Workday and UKG projects (scheduled go live June 2023)
- Implemented MaintainX software for Building and Grounds.
- Implemented UKG/Kronos – Attestation, Time off Request, and pair of punches functionality
- Board Appointment Application for Council
- Teller 7.5 Upgrade
- Numerous SharePoint tracking applications for Safety and Risk.
- Continued expansion of Intact Document Management Software
- Major updates to tax and assessment documents posted to the web
- Outrider upgrades to seven sites
- New portal site for Health Department Vaccines

2022 Accomplishments – Continued

- Implemented Google Analytics
- Added 2022 Orthophotography to online GIS map
- Updated search options to online GIS maps
- Mapped county fiber assets throughout the county
- Completed numerous EMA specific maps/dashboards
- Upgraded to ESRI ArcGIS Enterprise
- Released RFQ for 2023 Orthophotography
- Updated 2022 tax bills and comparison statements to new state requirements.
- Posse/Winchester Upgrade completed
- Redacted and posted 2020 – 2022 HEA 1371 Property Record Cards
- Upgraded Treasurer's Office online credit card payment system

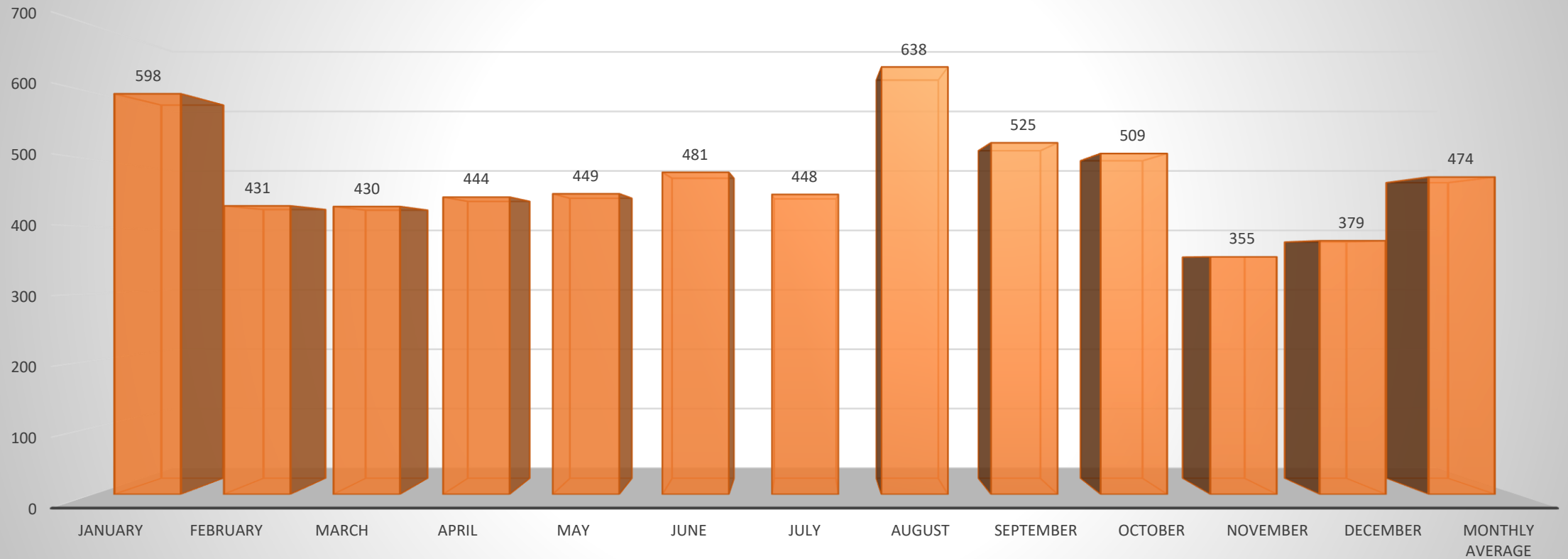
Performance Measures

Completed Work Orders by Department 2022

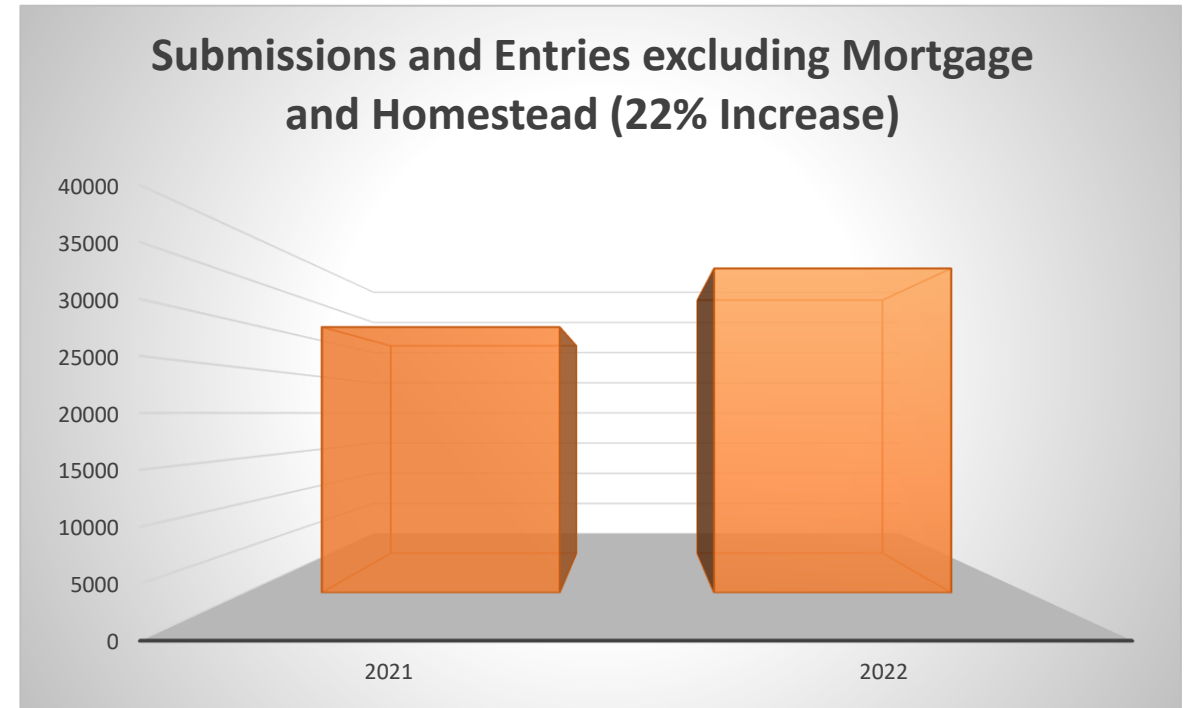
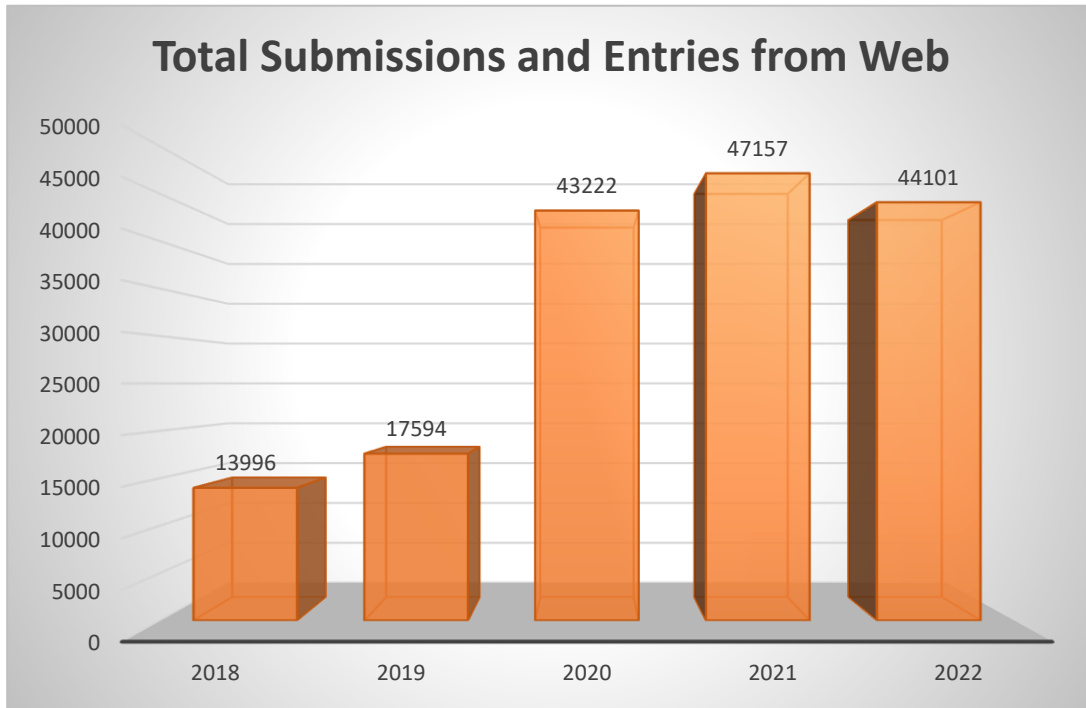


Performance Measures

Completed Work Order - 2022



Performance Measures



Total submissions and entries show a 6% decrease in 2022 even though we added new web services. The most significant factor was 9,567 fewer submissions for Mortgage Deductions and Homestead Deductions. During the pandemic years, many homeowners bought, sold or refinanced. It makes sense that there will now be a lull in mortgage changes. If we exclude those two items for 2021 and 2022, we show an increase of 22% mainly from new services.

2023 Goals and Objectives



ERP go live



Complete Cisco Network Upgrades at remote data centers



Implement SharePoint Governance and complete rollout of Modern Pages



Volunteer Management System



Convert all Outrider sites to new WebUI sites



State Certification for our Tax and Billing system



Upgrade Teller to latest version



Rebuild application monitoring services

2023 Goals and Objectives - Continued



Implement Hamilton County GIS GeoHub



Upgrade ArcGIS Enterprise to latest version



Continue Network Security enhancements started in 2022



Commissioners Appointee Application finalization



Upgrade of servers to latest Windows OS versions



Complete replacement of all FTP sites



Test pilot of CivicEngage to enhance website navigation



Complete transition of phone lines to modern SIP technology



Multiple Public Safety Radio Upgrades/Projects

2023 Goals and Objectives - Continued



Complete Fax Server and SIP projects



Cisco phone system upgrade



Complete Locution Fire State Alerting Project



Small Town Network Standardization Project



Comcast service to all tower sites for alarm and network connectivity



Multiple office moves and reconfigurations including ISS Office



WatchGuard deployment for Cicero Police Department



Start deployment of APXNXT cellular/Wi-Fi enabled portable radios



Wi-Fi upgrades throughout county buildings



ISS Technology Priorities

- Cybersecurity and Risk Management
 - Data Protection
 - Network hardening
 - Training and Awareness
- Digital Government
 - Improving Citizen Service
 - Identity Management
- Skilled Workforce
 - Retention and Training
 - Hiring
- Budget, Cost Control
 - Managing Budget
 - Reducing/Avoiding Costs

Closing

In 2022, the ISS team continued to be busy after the challenges of the pandemic and continued to show what a talented team they are and the value they bring to the county!

2022 saw the ERP project ramp up and the project for Workday and UKG start early in the year and continue throughout. This project touches all parts of county operations from recruitment and onboarding, learning and safety to payroll, finance and budgeting. The Project Management team within ISS has been an integral part of keeping this project moving forward and on time. Other areas of the ISS department also remained busy with work moving forward in the cyber security, network enhancements, various departmental systems and miscellaneous request from all areas across the county. The streamlining of online services also remains a focus both internally as well as externally and this has kept our SharePoint and Web Group busy with the modernization of several services and workflows.

2023 will present a number of opportunities to the ISS Department. We have major infrastructure projects that include the county phone system, server migrations, network switches and Wi-Fi upgrades to name a few. We'll also see the go live of Workday for HR, Payroll, Finance and Budgeting and UKG for Time and Attendance and Advanced Scheduling. These two pieces of software replace legacy software with cloud-based systems that will be able to grow with the county in the years to come. Our web group will continue to improve the county's SharePoint system by implementing a governance framework for future sites. On the personnel front, Steve Dirks will work to fill the one new position approved by Council in early 2023. As we start 2023, will are fully staffed and the new staff added in 2022 have brought great value to not only the ISS Department but to the county as a whole. As I said last year, the changes that will go live this year with new Workday and UKG systems will change how work is done in the county for years to come. It is an exciting time here in Hamilton County!

The ISS Department and myself look forward to the coming year and the challenges it brings. We will continue to implement technology that improves the efficiency and effectiveness of departments across the county as well as improve services for the citizens of the County.